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We in the US already pay more for internet service than most developed nations- and for these sums we get slower service as well. By allowing the likes of Verizon and Comcast to extort additional fees from content providers, we as consumers will ultimately pay more (costs are always passed along)- I see no evidence that these increased costs will produce better customer service from either company- who have sought to insulate themselves from customer service through outsourcing and severely reducing (human) phone contact